OUR VISION FOR AUSTRALASIA NAVIGATOR

We’re pleased to welcome you to Australasia NAVIGATOR. This conference is for you. These two days promise to deliver some of the most fulfilling and rewarding experiences of your career. As you mingle with like-minded emergency responders, and as you listen to the wise instruction from seasoned professionals, you will be equipped with enhanced skills and expertise. We have carefully selected presenters and courses to address the common challenges you face in your work each day. We encourage everyone to take full advantage of this unique opportunity and go forward with an even greater commitment to serve the people in your communities.

CONFERENCE EVENTS

WELCOME RECEPTION
17:30–19:30 Monday, 7 November
Avoid the morning crowds. Gather with your friends and Australasia NAVIGATOR faculty for great conversation and drinks while you register for the conference.

REGISTRATION
17:00–19:30 Monday, 7 November, 08:00–17:30 Tuesday, 8 November–Wednesday, 9 November
Academy staff will be on hand to help you with your registration and answer questions about the conference, events, and the Academy.

SCHEDULE-AT-A-GLANCE

Please note that conference data, presentations, times, and advisers are subject to change.

7 NOVEMBER
17:30–19:30
WELCOME RECEPTION

8 NOVEMBER
08:30–09:30
OPENING SESSION: WELCOME TO AUSTRALASIA NAVIGATOR 2016, DISPATCHER OF THE YEAR AWARD
Mark Richards

09:30–10:30
IDENTIFICATION AND INVESTIGATING ADVERSE EVENTS
Mark Richards

10:30–11:00
MORNING TEA & COFFEE BREAK

11:00–12:00
BAD MOON RISING IN DISPATCH
Mike Thompson

12:00–13:00
LUNCH BREAK

13:00–14:00
COMMUNICATION CENTRE MANAGEMENT AND EVERYDAY LEADERSHIP
Jerry Overton

14:00–15:00
EMDs AS CRITICAL THINKERS AND THE CHIEF COMPLAINT SELECTION—IT’S NOT JUST ABOUT A PROTOCOL NUMBER
Ruth Lloyd

15:00–15:30
AFTERNOON TEA & COFFEE BREAK

15:30–16:30
PROPOSALS FOR CHANGE—WHY ARE THEY IMPORTANT?
Mark Richards

16:30–17:30
WHY CAN’T MY CALLER FOLLOW PROTOCOL?—THE COMMUNICATION CHALLENGES FOR CALLTAKERS
Ruth Lloyd

9 NOVEMBER
08:30–09:30
THE ROLE OF DISPATCHERS IN MULTI-CASUALTY INCIDENTS
Jason Killens

09:30–10:30
COMMUNICATION BEHAVIOURS THAT HELP OR HINDER THE EMERGENCY CALL: LEARNING FROM TRAGIC EVENTS
Elaine Schneiker

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INTERHOSPITAL TRIAGE
Thomas Coates, Mark Dunworth

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COURSE DESCRIPTIONS

7 NOVEMBER
17:30–19:30
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8 NOVEMBER
08:30–09:30
OPENING SESSION: WELCOME TO AUSTRALASIA NAVIGATOR 2016, DISPATCHER OF THE YEAR AWARD
09:30–10:30
IDENTIFICATION AND INVESTIGATING ADVERSE EVENTS
Mark Richards
Emergency Services Telecommunications Authority (ESTA) is a Statutory Authority in Victoria, Australia, responsible for Triple Zero (000) calltaking and dispatch services for police, fire, and medical for the entire state of Victoria, processing over 2.5 million calls per year. ESTA is an Accredited Center of Excellence (ACE) and has been a user of MPDS® since 1996 with over 250 EMDs. Following several high-profile media events, ESTA engaged KPMG to undertake an external review of its handling of adverse events. This resulted in a comprehensive report outlining 44 recommendations for improvement, all of which posed a critical risk to the organization. Hear how ESTA implemented all 44 recommendations by March 2014 and the success of its investigation of adverse events since then with a focus on continuous improvement.

10:30–11:00
MORNING TEA & COFFEE BREAK

11:00–12:00
BAD MOON RISING IN DISPATCH
Mike Thompson
This is an examination of the ever-evolving role of the dispatch centre and the telecommunicator in what can be truly “time-critical” incidents. We will look at what can happen if protocol and process are not followed in critical situations, and we will offer a new view of what the “solution to the problem” can be in those situations. We will answer the question: Is the response and arrival of units always the benchmark solution?

12:00–13:00
LUNCH BREAK

13:00–14:00
VICARIOUS TRAUMA – WHAT AND WHY THE EMD NEEDS TO KNOW
Julie Sherston
Vicarious trauma is defined as being the emotional residue that counsellors have from working with people as they hear their trauma stories and become witnesses to the pain, fear, and terror that the trauma stories have endured. It’s important not to confuse vicarious trauma with “burnout,” but EMDs may encounter vicarious trauma as they receive and process the distressing events that the caller is faced with when seeking help. A caller’s story and situation then becomes the EMD’s.

This session explores the real, but hidden, “vicarious trauma” that our EMDs have the potential to encounter and takes a look at a personal experience from an EMD.

14:00–15:00
DEVELOPING A CONTROL CENTRE EMERGENCY EVACUATION PLAN
Thomas Coates, Cameron Bruce
The NSW Ambulance Western Control Business Continuity Plan Committee has worked together to research, develop, and build a full Emergency Management Evacuation Plan (EMEP) for the Western Control Centre. This presentation will look at the development and research phase of creating an EMEP, factors to consider, and delivery of the plan, including the live control centre exercises to test its functions. We will look at threats from fire to terrorism.

15:00–15:30
AFTERNOON TEA & COFFEE BREAK

15:30–16:30
FINDING THE HAPPY WORKPLACE AND STAYING THERE!
Julie Sherston, Ruth Lloyd
The role of the EMD can be complex and stressful, so how do we make sure that we perform at 100 percent all of the time? Can it be done, and what happens when it isn’t? Let’s look at some of the danger zones the EMD encounters when working in the dynamic environment of the communication centre and what happens outside of the workplace that can help to reduce stress factors encountered at work.

16:30–17:30
ASK THE ACADEMY
Jerry Overton, Pam Stewart, Mike Thompson, Ruth Lloyd, Dr. Andrew Bacon
Do you have questions about recertification, accreditation, protocol, or research studies? Now is the chance to get answers. Representatives from the Board of Accreditation, Board of Certification, Medical Curriculum Board, Fire Council of Standards, ED-Q™ Council of Standards, Medical Council of Standards, and Institutional Review Board will be on hand to answer questions in this live forum session.

9 NOVEMBER
08:30–09:30
THE ROLE OF DISPATCHERS IN MULTI-CASUALTY INCIDENTS
Jason Killens

09:30–10:30
COMMUNICATION BEHAVIOURS THAT HELP OR HINDER THE EMERGENCY CALL: LEARNING FROM TRAGIC EVENTS
Elaine Schneiker
We’ll look at a brief summary of case studies where communication failure led to delayed dispatch of emergency resources (medical, fire, and police) in a life-threatening event. The main causes for the communication breakdown will be discussed by examining both the callers’ and the calltakers’ communication behaviours in the calls. Then we’ll discuss communication strategies that help achieve a shared understanding about an emergency incident, and highlight ways to avoid using communication behaviours that hinder dispatch.

10:30–11:00
MORNING TEA & COFFEE BREAK

11:00–12:00
INTERHOSPITAL TRIAGE
Thomas Coates, Mark Dunworth
NSW Ambulance Western Control Centre utilises an interhospital triage system when reviewing requests to transport patients between hospitals. We will look at how and why it’s utilised, the processes in place, the advantages such as increased emergency coverage and reduction in paramedic fatigue, and ensuring the right patient is transported at the right time by the right means. Several case studies will be examined.

12:00–13:00
LUNCH BREAK

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13:00–14:00
Communication Centre Management and Everyday Leadership
Jerry Overton
Performance-based results are no longer the expectation but a requirement. Whether in the communication centre or throughout the entire organisation, the achievement of these results means effective leadership. The daily complexities and pressures placed on a leader to perform require a comprehensive skill set that matches increased responsibilities. This session will highlight the tools needed to ensure everyday challenges can be met in this rapidly changing environment.

14:00–15:00
EMDs as Critical Thinkers and the Chief Complaint Selection—It’s Not Just About a Protocol Number
Ruth Lloyd
Getting the right protocol selection from saying: “Okay, tell me exactly what happened” can be the biggest challenge for the EMD. Callers give a multitude of replies, but is it the right kind of information that is needed to identify the Chief Complaint description at Case Entry to select the most appropriate protocol every time? What is meant by a “Chief Complaint description”?

15:00–15:30
Afternoon Tea & Coffee Break

15:30–16:30
Proposals for Change—Why Are They Important?
Mark Richards
We all hear about this PFC thing, but what really happens and why are they important? How do you submit a PFC, and what can you submit a PFC for? Why does it take such a long time for a PFC to make it into protocol? What is the difference between a PFC and a bug? Hear everything you have ever wanted to know about the Proposal for Change process.

16:30–17:30
Why Can’t My Caller Follow Protocol?—The Communication Challenges for Calltakers
Ruth Lloyd
When Caller Management is challenging, how does that impact the ability to communicate effectively? How can the EMD deal appropriately with the anxious caller from the confines of the non-visual environment? Let’s discuss some of the communication barriers that calltakers face, what inhibits effective communication, and review the techniques and skills that we have available to help remove those barriers. This session also delves into some of the triggers that cause caller anxiety and looks at some predictable caller behaviour and reactions to difficult and stressful events. Share your experiences of what worked for you and what you think may not work quite so well!

Passports

The Conference Passport includes entry into all conference sessions.

2-Day Conference Passport ............... $279*
1-Day Conference Passport ............... $149*

*Passport fees do not include GST

Discounts

Apply only to the 2-Day Conference Passport.
One discount per person.
IAED Member ........................................... $30
Group Discount (when 3 or more attend from 1 agency) $50
EMA 2-Day Discount ................................. $279
EMA 1-Day Discount ................................. $149

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